

Manager, Enterprise Operations

Job ID
REQ-10077641
май 08, 2026
США

Сводка

#LI-Hybrid

Location:

The ideal location for this role is the East Hanover, New Jersey site. Relocation may be possible and requires necessary approvals.

The Manager, Enterprise Operations Support is responsible for the efficiency and effectiveness of PSC processes and ways of working for an associated PSC function, which includes intake, case management, coverage and access, and others. As part of the role, the Manager is responsible for the creation of PSC processes and their associated lifecycle and optimization through process mapping and application of best practices. This position works closely with PSC Program Management, as well as cross-functional Novartis Patient Support (NPS) functions, including Disease State Teams (DSTs), Platform Strategy, Launch Excellence, Performance Excellence, and Data Analytics. Critical success factors include the

About the Role

Key Responsibilities:

- Creating and optimizing PSC processes through process mapping and best practices
- Supporting the operational agenda and priorities for program transitions, new launches, technologies, and capabilities both short-term and long-term
- Collaborating with DSTs, Launch Excellence, and Platform Strategy to execute program transitions and new launch planning, specifically focusing on operational process mapping and enterprise functional operations
- Applying an enterprise lens to all operational processes within the Patient Support Center (PSC) to drive efficiency and effectiveness
- Creating operational process maps for the PSC, leveraging subject matter expertise and aligning with matrixed partners for deployment planning and dependencies
- Participating in Go-To-Market and NPS meetings to understand NPS requirements and translating them into PSC operational needs
- Ensuring efficient and effective PSC processes and ways of working across intake, case management, coverage and access
- Supporting the process and technology roadmap for the newly created Enterprise Operations Support team to fully realize scale and efficiencies
- Collaborating with PSC Program Management, as well as various cross-functional NPS functions like DSTs, Platform Strategy, Launch Excellence, and Performance Excellence

Essential Requirements:

- Education: Bachelor's Degree, advanced degree preferred
- Three years of pharmaceutical, life sciences consulting and/or pharmaceutical vendor experience
- Experience working in a pharmaceutical contact center
- Strong interpersonal, communication, influencing and analytical skills
- Ability to manage multiple projects and consistently meet deadlines
- Working knowledge and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management mechanisms
- Knowledge of commercial copay programs, patient assistance programs and foundation support
- Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center
- Excels at interacting with a diverse group of people, including line managers and matrixed partners
- Proactive, entrepreneurial approach to recognizing needs and anticipating issues and solving problems

Desirable Requirements:

Experience in building, implementing, and launching patient support programs as well as partnering with specialty pharmacies Novartis confidential and proprietary information

The pay range for this position at commencement of employment is expected to be between \$98,300.00 and \$174,200/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?
<https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

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The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Дивизион

US

Business Unit

Marketing

Место

США

Состояние

New Jersey

Сайт

East Hanover (New Jersey)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

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